

## Appendix F.5(c) - Data Center Cost Estimating Tool - Instructions

**Summary** **IMPORTANT INSTRUCTIONS:** Completion of Appendix F.5(c)-DCS Cost Estimate Proposed Solution Workbook is a mandatory requirement of the RFO. A full and fair evaluation of the Vendor Offer cannot be completed without full and complete information provided in all worksheets.

This worksheet is intended to help agencies estimate the cost of projects for fiscal notes and other planning purposes. This tool is intended to replicate the IBM contract at a very high level and provide general cost estimates. Actual costs should be close to this model; however, actuals will never be identical due to unique technology issues, unit cost variance based on enterprise usage, and differences between planned and actual needs upon implementation of the project.

There are two primary steps in calculating potential costs. The first is estimating resource usage. The second is estimating the hardware services charge (HSC). Resource usage is calculated at the unit rate level. The unit rates in this tool are based on current actual rates and projections of future rates taking into account the effects of true ups. It is important to note that these rates may vary in the future based on actual resource usage in each category at the enterprise level. In addition, a Cost of Living Adjustment (COLA) at 3% per year compounded is added to year 2-7 estimates.

As with all estimates for fiscal notes and general project planning, the user may need to adjust the output numbers based on assumptions related to the project and independent agency decisions. This tool should approximate the costs likely to be incurred on the DCS contract. However, it is not intended to be used as an IBM estimate for services. This tool is designed to quickly provide an agency with a reasonable estimate of costs.

The columns highlighted in bright yellow on the Unit Rates worksheet are used for data entry by the user. All other fields are calculated based on user input.

- Step 1** Complete the Unit Rates worksheet with the estimated number of units to be consumed during each of the fiscal years. Since the contract is built on a "pay by the drink" model, resource usage may change from year to year as projects are phased in or out.
- Step 2** Review the ServerSoftware worksheet to determine what software is included in the IBM infrastructure stack. The infrastructure software stack costs are included in the unit rates and do require separate estimates. Only include the non-infrastructure software in step 3.
- Step 3** Complete the HSC worksheet to determine what the HSC cost will be. The agency will need to provide an estimate of the price of all hardware, software, and maintenance purchased by year. The hardware portion of this cost is amortized monthly over five years while the software and maintenance costs are fully amortized and paid in the year incurred. Assuming the project is approved, during the planning phase IBM will play a major role in determining the actual costs for the hardware, software, and maintenance. Due to the number of potential configurations and needs, it is impossible for this tool to account for every scenario. For the purposes of this step, the user should enter the cost information by year as if they were paying a vendor using a purchase strategy. Be sure to include in an estimate of sales tax in the purchase cost as sales tax is a billable expense under the DCS contract.
- Step 4** Review the Summary Costs worksheet to evaluate the total costs associated with the projects. As noted above, the user may want to adjust these estimates to address unique issues associated with their organization or project. The row displaying total estimated DCS charges includes the DIR administrative cost recovery fee and COLA at the rates indicated.
- Step 5** Rows are provided for estimates of Application Remediation costs, Additional Network costs, and Request for New Service (RFNS) costs. Enter amounts here if the project will require these additional services. The Total Agency Request amount at the bottom represents the entire cost of Data Center Services the agency is likely to incur. The Additional Network cost row should only be used if the agency believes costs will be incurred for extra bandwidth capacity over and above that already estimated by DIR as part of the Network Cost Assessments conducted earlier this year and included in LAR submissions.

**\*\*If you have additional questions or need assistance please contact your DIR Service Representative.**

		Unit of Measure	Year 1 SFY 08 **	Units	Yearly Amt	Year 2 SFY 09	Units	Yearly Amt	Year 3 SFY 10
Tower: Mainframe	CPU								
	MVS Application CPU Hours - Class 1	CPU Hours	\$ 375.64		\$ -	\$ 352.11		\$ -	\$ 350.92
	MVS Application CPU Hours - Class 2	CPU Hours	\$ 608.21		\$ -	\$ 612.40		\$ -	\$ 601.19
	MVS Application CPU Hours - Class 3	CPU Hours	\$ 788.42		\$ -	\$ 788.42		\$ -	\$ 788.42
	MVS Application CPU Hours - Class 4	CPU Hours	\$ 910.12		\$ -	\$ 910.12		\$ -	\$ 910.12
	Unisys MIPS	MIPS	\$ 1,546.83		\$ -	\$ 364.59		\$ -	\$ 662.11
	DASD								
	Mainframe Allocated Application DASD	GB	\$ 4.29		\$ -	\$ 4.24		\$ -	\$ 3.43
	Unisys DASD	GB	\$ 67.42		\$ -	\$ 13.83		\$ -	\$ 48.42
	Tape								
	Application Tapes in Storage	Reel/Cartridge	\$ 1.43		\$ -	\$ 1.21		\$ -	\$ 0.91
	Application Tapes in Storage - VTS	GB	\$ 0.52		\$ -	\$ 0.27		\$ -	\$ 0.22
	Print and Mail								
	Mainframe Output Print Pages - Standard	Pages (000)	\$ 36.11		\$ -	\$ 34.66		\$ -	\$ 33.84
	Mainframe Output Print Pages - Custom	Pages (000)	\$ 30.64		\$ -	\$ 28.61		\$ -	\$ 27.73
	Mailing Insertions - Standard	Envelopes (000)	\$ -		\$ -	\$ 61.13		\$ -	\$ 61.11
	Mailing Insertions - Custom	Envelopes (000)	\$ 58.27		\$ -	\$ 64.51		\$ -	\$ 64.49
	Other								
	Microfiche - Originals/Duplicates	fiche	\$ 0.39		\$ -	\$ 0.39		\$ -	\$ 0.38
	CD Production - Creates/Re-Creates	CDs			\$ -			\$ -	
	Optical Storage	GB	\$ 5.04		\$ -	\$ 4.93		\$ -	\$ 4.77
Tower: Server	Application Servers								
	Site Type: Data Center								
	Intel High Complexity	Instance	\$ 736.86		\$ -	\$ 715.57		\$ -	\$ 639.59
	Intel Medium Complexity	Instance	\$ 713.58		\$ -	\$ 700.30		\$ -	\$ 624.74
	Intel Low Complexity	Instance	\$ 524.31		\$ -	\$ 539.73		\$ -	\$ 492.16
	UNIX High Complexity	Instance	\$ 1,181.33		\$ -	\$ 1,107.20		\$ -	\$ 941.21
	UNIX Medium Complexity	Instance	\$ 1,058.99		\$ -	\$ 981.27		\$ -	\$ 864.79
	UNIX Low Complexity	Instance	\$ 1,061.43		\$ -	\$ 1,037.78		\$ -	\$ 771.47
	Site Type: Remote Locations: Urban								
	Intel High Complexity	Instance	\$ 742.38		\$ -	\$ 659.90		\$ -	\$ 565.18
	Intel Medium Complexity	Instance	\$ 640.65		\$ -	\$ 560.53		\$ -	\$ 472.72
	Intel Low Complexity	Instance	\$ 431.06		\$ -	\$ 396.73		\$ -	\$ 327.59
	UNIX High Complexity	Instance	\$ 1,633.54		\$ -	\$ 1,080.74		\$ -	\$ 866.00
	UNIX Medium Complexity	Instance	\$ 1,338.57		\$ -	\$ 1,324.49		\$ -	\$ 1,188.63
	UNIX Low Complexity	Instance	\$ 1,801.87		\$ -	\$ 1,661.56		\$ -	\$ 1,374.66
	Site Type: Remote Locations: Rural								
	Intel High Complexity	Instance	\$ 739.17		\$ -	\$ 693.26		\$ -	\$ 582.78
	Intel Medium Complexity	Instance	\$ 587.07		\$ -	\$ 541.32		\$ -	\$ 451.49
	Intel Low Complexity	Instance	\$ -		\$ -	\$ -		\$ -	\$ -
	Utility Servers								
	Email Accounts	Account	\$ 1.88		\$ -	\$ 1.81		\$ -	\$ 1.81
	LAN Attached Devices	Device	\$ 9.86		\$ -	\$ 9.67		\$ -	\$ 9.64

			Year 1		Year 2		Year 3		
Unit of Measure			SFY 08 **	Units	Yearly Amt	SFY 09	Units	Yearly Amt	SFY 10
	Server Storage								
	Allocated Disk Storage Dedicated	GB	\$ 1.86		\$ -	\$ 1.79		\$ -	\$ 1.78
	Allocated Disk Storage Shared	GB	\$ 1.66		\$ -	\$ 1.66		\$ -	\$ 1.62
	Direct Attached Tape	GB	\$ 0.39		\$ -	\$ 0.74		\$ -	\$ 0.72
	Centralized Tape	GB	\$ 0.36		\$ -	\$ 0.51		\$ -	\$ 0.49
	Offsite Tape	Reel/Cart.	\$ 0.87		\$ -	\$ 0.81		\$ -	\$ 0.69

\*\*Unit rates are monthly amounts.

Mainframe charges subject to COLA: \$ -  
 Server charges subject to COLA: \$ -

Year 4			Year 5 appendix_f5c.xls			Year 6			Year 7		
Units	Yearly Amt	SFY 11	Units	Yearly Amt	SFY 12	Units	Yearly Amt	SFY 13	Units	Yearly Amt	SFY 14
	\$ -	\$ 333.34		\$ -	\$ 326.56		\$ -	\$ 317.69		\$ -	\$ 299.26
	\$ -	\$ 571.09		\$ -	\$ 559.35		\$ -	\$ 544.16		\$ -	\$ 512.49
	\$ -	\$ 788.42		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
	\$ -	\$ 870.89		\$ -	\$ 858.07		\$ -	\$ 840.42		\$ -	\$ 799.87
	\$ -	\$ 662.11		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
	\$ -	\$ 3.41		\$ -	\$ 2.78		\$ -	\$ 2.36		\$ -	\$ 2.30
	\$ -	\$ 48.42		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
	\$ -	\$ 0.84		\$ -	\$ 0.77		\$ -	\$ 0.69		\$ -	\$ 0.66
	\$ -	\$ 0.20		\$ -	\$ 0.20		\$ -	\$ 0.16		\$ -	\$ 0.15
	\$ -	\$ 33.80		\$ -	\$ 32.69		\$ -	\$ 32.80		\$ -	\$ 32.77
	\$ -	\$ 27.69		\$ -	\$ 26.72		\$ -	\$ 26.74		\$ -	\$ 26.71
	\$ -	\$ 60.94		\$ -	\$ 60.80		\$ -	\$ 60.67		\$ -	\$ 60.54
	\$ -	\$ 64.33		\$ -	\$ 64.19		\$ -	\$ 64.05		\$ -	\$ 62.53
	\$ -	\$ 0.38		\$ -	\$ 0.37		\$ -	\$ 0.37		\$ -	\$ 0.37
	\$ -			\$ -			\$ -			\$ -	
	\$ -	\$ 4.54		\$ -	\$ 4.40		\$ -	\$ 4.28		\$ -	\$ 4.16
	\$ -	\$ 571.29		\$ -	\$ 533.13		\$ -	\$ 488.33		\$ -	\$ 458.51
	\$ -	\$ 551.24		\$ -	\$ 523.27		\$ -	\$ 480.86		\$ -	\$ 460.70
	\$ -	\$ 437.29		\$ -	\$ 420.77		\$ -	\$ 392.12		\$ -	\$ 379.99
	\$ -	\$ 838.50		\$ -	\$ 782.06		\$ -	\$ 715.91		\$ -	\$ 669.31
	\$ -	\$ 769.26		\$ -	\$ 718.07		\$ -	\$ 657.29		\$ -	\$ 613.59
	\$ -	\$ 685.22		\$ -	\$ 646.01		\$ -	\$ 593.16		\$ -	\$ 559.84
	\$ -	\$ 506.01		\$ -	\$ 471.00		\$ -	\$ 430.07		\$ -	\$ 400.87
	\$ -	\$ 399.88		\$ -	\$ 378.49		\$ -	\$ 346.01		\$ -	\$ 329.44
	\$ -	\$ 277.18		\$ -	\$ 266.31		\$ -	\$ 247.35		\$ -	\$ 238.44
	\$ -	\$ 782.10		\$ -	\$ 726.94		\$ -	\$ 663.17		\$ -	\$ 613.69
	\$ -	\$ 1,076.82		\$ -	\$ 1,003.76		\$ -	\$ 918.26		\$ -	\$ 860.84
	\$ -	\$ 1,206.46		\$ -	\$ 1,128.60		\$ -	\$ 1,034.77		\$ -	\$ 976.27
	\$ -	\$ 522.17		\$ -	\$ 485.54		\$ -	\$ 443.23		\$ -	\$ 412.84
	\$ -	\$ 409.81		\$ -	\$ 408.93		\$ -	\$ 396.43		\$ -	\$ 391.09
	\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -
	\$ -	\$ 1.79		\$ -	\$ 1.71		\$ -	\$ 1.62		\$ -	\$ 1.50
	\$ -	\$ 9.65		\$ -	\$ 9.19		\$ -	\$ 8.66		\$ -	\$ 6.18

Year 4			Year 5 appendix_f5c.xls			Year 6			Year 7		
Units	Yearly Amt	SFY 11	Units	Yearly Amt	SFY 12	Units	Yearly Amt	SFY 13	Units	Yearly Amt	SFY 14
	\$ -	\$ 1.71		\$ -	\$ 1.67		\$ -	\$ 1.44		\$ -	\$ 1.35
	\$ -	\$ 1.47		\$ -	\$ 1.43		\$ -	\$ 1.24		\$ -	\$ 1.16
	\$ -	\$ 0.63		\$ -	\$ 0.59		\$ -	\$ 0.53		\$ -	\$ 0.51
	\$ -	\$ 0.45		\$ -	\$ 0.43		\$ -	\$ 0.37		\$ -	\$ 0.35
	\$ -	\$ 0.52		\$ -	\$ 0.52		\$ -	\$ 0.52		\$ -	\$ 0.52

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**Server Software  
Infrastructure Stack versus HSC**

	Application Servers		Utility Servers			
	Application Server Infrastructure Stack Software (included in the Application Server Instance Charge)	DIR Customer Request <sup>1</sup>	Utility Server Infrastructure Stack Software (included in the LAN Attached Devices RU Category)	Utility Server Infrastructure Stack Software (included in the Email Accounts RU Category)	DIR Customer Request <sup>1</sup>	Bundle Server/Desktop (included in the Utility Server Services Charges) <sup>2</sup>
Antivirus Software	SP	N/A	SP	SP	N/A	SP
Application Software	N/A	N/A	N/A	N/A	N/A	N/A
Application Utilities	N/A	TX	N/A	N/A	TX	N/A
Compilers	N/A	TX	N/A	N/A	N/A	N/A
Database Management Software	N/A	TX	N/A	N/A	N/A	N/A
Development Tools	N/A	TX	N/A	N/A	TX	N/A
E-mail / Collaborative Software	N/A	N/A	N/A	SP	TX (CAL included)	SP
Infrastructure Mgmt Software	SP	N/A	SP	SP	N/A	N/A
Middleware	N/A	TX	N/A	N/A	TX	N/A
Network Software	N/A	TX	N/A	N/A	TX	N/A
Operating Software	SP	N/A	SP	SP	N/A	N/A
Security Software	N/A	TX	N/A	N/A	TX	N/A
Utility / Monitoring & Management Software	SP	N/A	SP	SP	N/A	SP

N/A = Not Applicable

SP = Service Provider

TX = DIR or DIR Customer

Note 1: Software designated as "DIR Customer Request" shall only be procured and installed by Service Provider on Servers at the direction of DIR. The costs for such Software shall be included in the New Application Server Hardware Service Charge.

Note 2: On and after September 1, 2007, the costs for the Desktop Software identified in this column shall no longer be included in the Utility Server Services Charges and such costs shall become Retained Expenses. "Desktop Software" means, for purposes of this tab, the Antivirus Software, Email/Collaborative Software and Utility/Monitoring & Management Software installed on personal computers.

The following descriptions are to aid in the interpretation of this Attachment and do not modify, change, or limit the obligations of either Party with respect to the relevant assets or activities as set forth in the Agreement:

Antivirus Software	Means Antivirus Software, as such term is defined in Exhibit 1 (e.g., McAfee, Symantec AV (aka Norton), Trend Micro).
Application Software	Means Application Software, as such term is defined in Exhibit 1.
Application Utilities	System Software that provides an addition to the capabilities of Application Software or COTS that allow for dynamic tailoring of the functionality (e.g., Cognos, SAS, Filenet, ERIS ARCxxx, Crystal Reports, Citrix, SQL Editor, Webtrends).
Compilers	System Software used to convert source code to executable code (e.g., Cobol, MicroFocus Cobol).
Database Management Software	System Software used to access structured data and usually provides functionality for ad-hoc queries, data retrieval and generating reports (e.g., Oracle, Informix, SQL Server, DB2, Sybase).
Development Tools	Means Development Tools, as such term is defined in Exhibit 1 (e.g., Front Page, test data generators, Visual Basic, .Net, ColdFusion, Rational).
E-mail / Collaborative Software	System Software that enables the exchange of electronic mail and facilitates the sharing and display of information among teams of people engaged in a cooperative task (e.g., Lotus Notes, Microsoft Exchange, Novell Groupwise).
Infrastructure Management Software	Management Tools used to provide an integrated tool to manage the entire Infrastructure (e.g., Tivoli Storage Manager, Veritas Netbackup, Veritas Backup Exec, Bakbone Netvault).
Middleware	Means Middleware, as such term is defined in Exhibit 1 (e.g., Weblogic, Websphere, Mqseries, Apache, BEA Tuxedo, IBM HTTP Server).
Network Software	Management Tools that enable multiple computers to communicate with one another (e.g., Process MultiNet, Attachmate, Fluke OpitView, Primesupport Sniffer, VPN, firewall software)
Operating Software	Means Operating Software, as such term is defined in Exhibit 1, excluding Application Utilities, Compilers, Database Management Software and E-mail / Collaborative Software (e.g., AIX, HP/UX, Solaris, Windows - including embedded functionality, Netware, Linux, AS400, GCOS).
Security Software	Management Tools that are used to restrict access to the data and files on a Server (e.g., ISA, SSH, Proxy, Radius, Websense, Surfcontrol, Tivoli Access Manager).
Utility / Monitoring & Management Software	Management Tools that facilitate the management, monitoring, and performance tuning of Equipment and Software, whether located in a Data Center or remote location (e.g., IBM Tivoli Distributed Monitor, Zenworks, Microsoft SMS, IBM Tivoli Configuration, Tivoli Software Distribution, Tivoli Enterprise Console, Tivoli Workload Scheduler, Remedy suite of Software, RMS Control, Remotely Anywhere, CA vShell, SMS).
CAL	Client Access License, referring to Microsoft Corporation's name for rights that must be purchased and enabled to allow for various email/collaboration functionality on Windows-based Servers.



## HARDWARE SERVICE COST ESTIMATE

Hardware	SFY 08	SFY 09	SFY 10	SFY 11	SFY 12	SFY 13	SFY 14
Insert Rows Above This Line							
Total Hardware	-	-	-	-	-	-	-
Total Hardware Cumulative	-	-	-	-	-	-	-

Software	SFY 08	SFY 09	SFY 10	SFY 11	SFY 12	SFY 13	SFY 14
Insert Rows Above This Line							
Total Software	-	-	-	-	-	-	-

Maintenance	SFY 08	SFY 09	SFY 10	SFY 11	SFY 12	SFY 13	SFY 14
Insert Rows Above This Line							
Total Maintenance	-	-	-	-	-	-	-

Total Costs	-	-	-	-	-	-	-
Monthly HSC	-	-	-	-	-	-	-
Annual HSC	-	-	-	-	-	-	-
Annual Software	-	-	-	-	-	-	-
Annual Maintenance	-	-	-	-	-	-	-
<b>Total Annual Costs</b>	-	-	-	-	-	-	-

## Summary of Estimated Expenses

		SFY 08	SFY 09	SFY 10	SFY 11	SFY 12	SFY 13	SFY 14	Total
BASE CHARGES	<b>Tower: Mainframe</b>								
	CPU	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	DASD	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Tape	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Print and Mail	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Other	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>Mainframe Total</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>Tower: Server</b>								
	Application Servers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Utility Servers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Server Storage	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>Server Total</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Hardware Serv. Charge	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>Total Est. DCS Charges*</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
*Includes estimated DIR recovery :		3.36%	2.95%	2.95%	2.95%	2.95%	2.95%	2.95%	
*Includes estimated COLA:			4.30%	7.30%	10.30%	13.30%	16.30%	19.30%	
	Application Remediation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Additional Network Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	Request for New Service	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	<b>Total Agency Request</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Total Charges subject to COLA:

\$ - \$ - \$ - \$ - \$ - \$ - \$ -

## Inflation Sensitivity

										Option Years		
Resource Description	Metric	Stub Period 4/07 - 8/07	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
<b>Mainframe Services</b>												
<b>CPU</b>												
MVS Application CPU Hours	CPU Hour	n/a	n/a	81%	86%	88%	88%	89%	90%	90%	90%	90%
UNISYS MIPS	MIPS	n/a	n/a	40%	40%	40%	40%	40%	40%	40%	40%	40%
<b>DASD</b>												
Mainframe Allocated Application DASD	GB	n/a	n/a	58%	58%	58%	58%	58%	58%	58%	58%	58%
UNISYS DASD	GB	n/a	n/a	40%	40%	40%	40%	40%	40%	40%	40%	40%
<b>Tape Information</b>												
Application Tapes in Storage	GB	n/a	n/a	92%	92%	92%	92%	92%	92%	92%	92%	92%
Application Tapes in Storage - Virtual Tape Storage	GB	n/a	n/a	68%	68%	68%	68%	68%	68%	68%	68%	68%
<b>Print and Mail</b>												
Mainframe Output Print Pages - Standard (000s)	Pages	n/a	n/a	74%	74%	74%	74%	74%	74%	74%	74%	74%
Mainframe Output Print Pages - Custom (000s)	Pages	n/a	n/a	74%	74%	74%	74%	74%	74%	74%	74%	74%
Mailing Insertions - Standard (000s)	Inserts	n/a	n/a	95%	95%	95%	95%	95%	95%	95%	95%	95%
Mailing Insertions - Custom (000s)	Inserts	n/a	n/a	95%	95%	95%	95%	95%	95%	95%	95%	95%
<b>Other</b>												
Microfiche - Originals/Duplicates	Microfiche	n/a	n/a	78%	78%	78%	78%	77%	77%	77%	77%	77%
CD Production - Creates/Re-creates	CD	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Optical Storage	GB	n/a	n/a	93%	93%	92%	92%	92%	92%	92%	92%	92%
<b>Server Services</b>												
<b>Application Servers</b>												
<b>Support</b>												
<b>SITE TYPE: DATA CENTER SUPPORT</b>												
Intel (Wintel, Novell, Linux)												
High Complexity/Service Level	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%
Medium Complexity/Service Level	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%
Low Complexity/Service Level	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%
UNIX												
High Complexity/Service Level	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%
Medium Complexity/Service Level	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%
Low Complexity/Service Level	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%
<b>SITE TYPE: REMOTE LOCATIONS SUPPORT</b>												
<b>Urban Locations</b>												
Intel (Wintel, Novell, Linux)												
High Complexity/Service Level	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%
Medium Complexity/Service Level	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%
Low Complexity/Service Level	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%
UNIX												
High Complexity/Service Level	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%
Medium Complexity/Service Level	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%
Low Complexity/Service Level	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%
<b>Rural Locations</b>												
Intel (Wintel, Novell, Linux)												
High Complexity/Service Level	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%
Medium Complexity/Service Level	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%
Low Complexity/Service Level	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%
UNIX												
High Complexity/Service Level	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%
Medium Complexity/Service Level	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%
Low Complexity/Service Level	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%
<b>Hardware/Software/Maintenance</b>												
Hardware/Software/Maintenance	N/A											
One-time Charge for Installation	Server	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%

<b>Other</b>													
MSDOS Legacy Servers	Instance	n/a	n/a	98%	97%	96%	96%	97%	96%	96%	96%	96%	96%
<b>Utility Servers</b>													
Email Accounts	Accounts	n/a	n/a	46%	46%	47%	46%	47%	49%	49%	49%	49%	49%
LAN Attached Devices	IDs	n/a	n/a	33%	34%	36%	35%	37%	38%	38%	38%	38%	38%
Hardware	N/A												
<b>Server Storage</b>													
<b>Storage</b>													
Allocated Disk Storage Dedicated - GB	GB	n/a	n/a	67%	67%	67%	68%	68%	69%	69%	69%	69%	69%
Allocated Disk Storage Shared - GB	GB	n/a	n/a	67%	67%	67%	68%	68%	69%	69%	69%	69%	69%
Direct Attached Tape - GB	GB	n/a	n/a	93%	93%	93%	93%	93%	93%	93%	93%	93%	93%
Centralized Tape - GB	GB	n/a	n/a	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%
Offsite Tape by number of Tapes Stored	Tapes	n/a	n/a	91%	91%	91%	91%	91%	91%	91%	91%	91%	91%
Hardware	N/A												
<b>Project Rate Card</b>													
Allocated Disk Storage Dedicated - GB	GB	n/a	n/a	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%